



Chi Yung Fu
1005 Duncan Street
San Francisco, CA 94131

July 27, 2004

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir/Madam:

The enclosed letter was mailed before my deadline at the post office. The postal clerk at the San Francisco Airport Postal Office weighted and put on the wrong stamp resulting in having the mail returned to me. I got it today and contacted my local post office. The clerk there told me that the certain 23 cents stamps look just like the 83 cents stamps and she suspected that the other clerk put on the wrong stamp and thus the mail was returned requesting for an extra 60 cents stamp.

I was advised to contact the postal office customer service office (415 371-5160) to request a letter to explain that it was not my mistake. Finally, the customer service faxed me the letter, which is attached here. I hope that I will not be penalized for additional late fee because of the mistake of the postal clerk.

Thank you very much for your kind consideration of the matter. I can be reached at 415 370-4355 or cyfull@cs.com if you need to contact me for further clarification.

Sincerely,

Chi Yung Fu

SAN FRANCISCO DISTRICT
CONSUMER AFFAIRS/CLAIMS



July 28, 2004

Chiyung Fu
1005 Duncan St
San Francisco, CA 94131-1620

Dear Mr. Fu:

This is in response to your complaint regarding the delay of your letter addressed to the Commissioner for Patents because it was returned to you for additional postage.

I can assure you it is the interest and desire of the U.S. Postal Service to provide our customers with the best possible service at all times. Our investigation revealed that there is a close resemblance between the \$.23 stamp and the \$.83 stamp. I can easily see there is a possibility that an error could have made.

Please accept our apology for any inconvenience this may have caused. If you need further assistance, please do not hesitate to contact Consumer Affairs Associate Gwen Butler at 415-371-5160.

Thank you for bringing this matter to our attention.

Sincerely,

A handwritten signature in black ink, appearing to read "RVM".

Rachael V. Muñoz
Manager Consumer Affairs/Claims